

**ADDENDUM 6 TO APPENDIX 6 TO SCHEDULE 3.3  
TO THE  
COMPREHENSIVE INFRASTRUCTURE AGREEMENT  
HOSTED MAIL ARCHIVING SERVICE  
TECHNICAL APPROACH**

## **Statement of Technical Approach for Hosted Mail Archiving Service**

Hosted Mail Archiving Service is an enterprise-wide solution that will allow for any Eligible Customer receiving Vendor's standard Messaging Services through COV Enterprise email to archive all inbound and outbound emails. This solution includes storage for all mail archives for the period determined by Eligible Customer retention policies.

This Service will make use of a third party hosted e-mail archiving service. Until this Service's termination or until otherwise agreed by the Parties, that service will be Symantec's "Enterprise Vault.Cloud" service. Reports will be based on data, measures and features associated with Symantec's internet-based configuration, management and reporting tool called ClientNet. Email will be journaled via Exchange Journaling for data transfer to the Hosted Mail Archiving Service. All inbound/outbound email will be fully indexed, serialized, and stamped for deletion utilizing the specific agency email retention periods.

## **Technical Approach for Hosted Mail Archiving Service**

The Vendor will provide Hosted Mail Archiving Service for the Commonwealth to establish a third-party Hosted Mail Archive.

Vendor will facilitate a Transport Layer Security (TLS) connection to Symantec in order to ensure encrypted transmission of emails into the Hosted Mail Archiving Service. Archived data will be housed in the two data centers located in California and Virginia for high availability/data protection purposes. Because mail is sent to the archive via Journaling, in the event of a declared Disaster affecting the CESC data center, the SWESC mail servers will initiate the connection to the archive target.

The Hosted Mail Archiving Service will provide End-Users with the functionality to perform searches and e-discovery of email content and associated attachments.

End-Users can run searches and the results will be compiled and displayed, via the Symantec web interface. (Unless otherwise specified, references in this document to the Symantec web interface are non-exclusive. End-Users also will be able to use any other method of presentation or interaction allowed by Symantec and by Commonwealth policies.) End-Users will be allowed to determine how they prefer this search result information be extracted and re-used (i.e., move to folder, copy to CD or local .pst files). Search results will be available for a limited time before searches have to be re-run.

In order to implement the Hosted Mail Archiving Service the Vendor will:

- Make necessary infrastructure Exchange and DNS modifications deemed necessary by Vendor to direct new email to the Hosted Mail Archiving Service.
- Perform initial tests to verify that all email is being catalogued correctly to the Hosted Mail Archiving Service.

- Delegate rights to Eligible Customers according to End-Users' roles (i.e., Compliance Manager), in accordance with Commonwealth policies and as specified by an authorized representative of the Eligible Customer. Timing of elevated permissions requests will be dependent upon Vendor's processing of the request.

### **Technical Approach for Hosted Mail Archiving Service - Migration of Existing Data**

Eligible Customer(s) existing email data will be migrated into the Hosted Mail Archiving platform upon the Eligible Customer's request in accordance with this paragraph. The migration fee for this Service includes one (1) extraction/migration to the Hosted Mail Archiving Service. Prior to making such a request, the Eligible Customer will compile its .pst files (or future equivalent) and import them to a Vendor-accessible centralized data source (i.e., File Server or NAS device). In completing such a request, Vendor will extract the compiled .pst files (or future equivalent) from the Vendor-accessible centralized data source to the Hosted Mail Archiving platform. Vendor will move the .pst files (or future equivalent) to Symantec for upload to the elected Hosted Mail Archives. Upon notification from Symantec of upload completion, Vendor will conduct validation that the information is available and Vendor, in conjunction with Symantec, will correct any deficiencies. Conversion and migration of legacy data from existing Eligible Customer archiving or data storage/backup devices is not included as part of this Service. Requests for such conversion and migration will be subject to Vendor's technical review as part of an In-Scope Work Request; however, not all data can be restored.

### **Technical Assumptions**

- End-Users are receiving Vendor's standard Messaging Services and are on COV mail.
- End-Users will have access to their specific mail archive via the Symantec web interface.
- All email in Eligible Customer archives will be deleted after specified retention period requested by the agency unless otherwise specified in advance.
- Archiving policies will be set based on agency-specified email retention policies that have been communicated to Vendor.
- Vendor will encrypt data in transit and Hosted Mail Archives are encrypted at rest by Symantec.